Online Fair Frequently Asked Questions

1. **As the Book Fair Chairperson, what am I responsible for with the Online Fair?** You are responsible for promoting the Online Fair to help get the word out. Utilize the provided print materials and reproducibles in the Chairperson’s Toolkit under Fair Files’ tab. You are also responsible for distributing the orders when they arrive at the school. Distribution details can be found in your Certificate of Agreement located in your Chairperson’s Toolkit.

2. **How long can I run my Online Fair?** The Online Fair can run a maximum of 21 days which can be applied at your discretion before, during and after your in-school Book Fair dates. By default, the Online Fair has been setup for 21 days, beginning 5 days before your in-school setup date and running 16 days after. The Online Fair must be tied to at least 1 day of your in-school Fair.

3. **Will I be able to change my Online Fair dates?** Yes, you are able to modify your Online Fair dates on the Homepage-Online Fair tab in the Chairperson’s Toolkit. Click the Edit Online Shopping Dates link and select your new dates—changes are updated hourly. Please remember to communicate date changes to customers if you have already distributed marketing materials.

4. **If I change my Online Fair dates, will my online shopping dates be updated automatically on the Book Fair homepage and the shopping site?** Yes, the dates displayed for the Online Fair on both the Book Fair homepage and shopping site will update automatically once you complete your date change in the Chairperson’s Toolkit. Date changes are updated hourly.

5. **Am I able to cancel my Online Fair?** Yes, you may cancel your Online Fair by clicking the “Disable Online Shopping” link in the online shopping section of the Homepage-Online Fair tab in the Chairperson’s Toolkit. Cancellation changes are updated hourly.

6. **How do I cancel my Online Fair if it has already started?** To disable your Online Fair after it has started, click the Edit Online Shopping Dates link on the Homepage-Online Fair tab and select the current date. This will end your Online Fair within the hour. If orders were received, they will still be processed and ship to your school for distribution.

7. **When will parents be able to access the Online Fair shopping site?** The shopping site is accessible on the first day of your Online Fair via the Book Fair homepage. Parents will access the Book Fair homepage at [www.scholastic.com/fair](http://www.scholastic.com/fair) or from the Book Fair homepage link, if you’ve provided it in your communications. The Book Fair homepage is available for 21 days prior to your in-school setup date and remains for 7 days following the last day of your Fair.

8. **What marketing materials are provided and when should I expect to receive them?** All Book Fairs (excluding BOGO) receive:
   - **Book Fair Planning Kit** arrives 5-6 weeks before your Book Fair and will contain:
     - Indoor Posters (qty: 2) and Book Lists that promote the Online Fair on the back cover.
   - **Set Up Kit** arrives with your Book Fair and contains: self adhesive signs (qty: 2) and printed flyers (qty: 400).
   - **Printable Reproducibles** are available in the Chairperson’s Toolkit under the Fair Files’ tab and consist of: a letter home to parents (Spanish version provided), email script or letter home from Teacher, Teacher announcement, bookmarks (Spanish version provided), Student reminder wristbands, flyers (Spanish version provided), Student wish list
9. **Will I have visibility to my Online Fair sales?** Yes, the Homepage-Online Fair tab provides a link to view your online sales in real-time. Click the Check Online Sales link for details of each order, including: recipient’s name, teacher, grade and email, purchaser’s name and email, items, date of order, and tracking information when items have shipped. All order details are printable.

10. **When and how will the Online Fair orders arrive at school?** All orders ship together to your school via UPS after the Online Fair ends. Shipment arrival times vary by state but generally shipments are received within 7-10 business days after the online fair end date. Track UPS shipments through the Online Sales link on the Homepage-Online Fair tab.

11. **Will I be alerted when the orders ship to my school?** Yes, you will receive a ship confirmation email with UPS tracking numbers when the orders have shipped. Your tracking number information is also available through the Online Sales link on the Homepage-Online Fair tab.

12. **Who do I contact if I have a problem with the orders I receive from the Online Fair?** Customer service is available to answer any question you may have with your online orders. Reach customer service by phone: 8am – 6pm EST at 877-627-2515 or email: onlinefair@scholasticbookfairs.com

13. **Is there a shipping charge for online orders?** No, the Online Fair is designed to augment the school Book Fair and encourage sales from extended family members. All orders ship for FREE to the school.

14. **Are sales taxes collected for the Online Fair?** Our policy requires us to collect sales tax for Online Fair orders and Scholastic Book Fairs assumes full responsibility for filing and remitting the sales tax collected online to the appropriate taxing jurisdictions. Additionally, Scholastic Book Fairs assumes responsibility for the accuracy of the sales tax rate applied to online orders. The Online Fair does not allow for tax exempt purchases.

15. **Do I earn profit for my Online Fair sales?** Profit earned on your Online Fair is provided in Scholastic Dollars which maximizes your purchasing power. You will be able to view your Online Fair profit total in the History section of your Chairperson’s Toolkit when your Fair has been finalized. Your e-statements will also display the profit earned from your Online Fair. If you need assistance or have questions regarding your financial form, contact the Financial Form hotline at 1-888-412-9124.

16. **How are Scholastic Dollars calculated for the Online Fair?** Scholastic Dollars are calculated based on the combined sales of both the in-school and online Fair. Refer to the profit and rewards document found in your planning kit or in the Fair Files, Forms and Tools section of your Chairperson’s Toolkit for more details.

17. **Should my Online Fair sales be included in my Financial Form?** No, please be sure not to add the additional sales from your Online Fairs to your financial report. All Online Fair sales are automatically applied to your total Book Fair sales after you report and submit your in-school Book Fair financials. The additional profit for Online Fair sales are generated automatically after you complete your financial form. If you need assistance or have questions regarding your financial form, contact the Financial Form hotline: 1-888-412-9124.
18. What should I do if I or one of my customers has a question and I cannot reach my 
Book Fair consultant? Customer service is available for you and your customers 8am – 
6pm EST. Reach customer service by phone: 877-627-2515 or email: 
onlinefair@scholasticbookfairs.com. This information is accessible from the Online Fair 
website for shoppers to access.

19. Can teachers set up their Wish Lists before the Online Fair opens? No, there is no 
access to the shopping site prior to the first day of the Online Fair. However, you can plan 1 
or 2 days as a preview for teachers to become familiar with the shopping site and to create wish lists—just remember not to publicize these days to the school community.

20. What is the best way to provide feedback about my Online Fair experience? Besides providing direct feedback to your Book Fair Consultant, a survey will be sent in your Shipping Confirmation Email. A post Book Fair email will also provide an opportunity for feedback.